Building Services General

Date Revd	Permit Number	Counter Service	Bldg Plan Review	Permitting Process	Building Services General
12/30/2009		5	5	5	Always a Pleasure
12/30/2009	ME2009-1142	5	5	5	Really helpful, Thank you
12/3/2009	ME2009-0979	5		5	The staff is extremely professional - being both efficient and cordial.

Total Permits 2

Average Counter Service 5
Average Bldg Plan Review 5
Average Permitting Process 5

5=Excellent
4=Good
3=Expected
2=Fair
1=Poor

Inspections 2 Survey Results By Date Range

Date Rcvd 12/31/2009	Permit Number BD2009-4561	Mechanical	Electrical 4	Plumbing 4	Building 4	General 4	Comments Thank you. Everyone has been very helpful and friendly. We are greatly appreciative.
12/31/2009	BD2009-4560	5	5	5	5	5	Great Job! Excellent Service
Total Pe	ermits 2						
Average	5						
Average El	ectrical 4.5		5=Excellen	<i>t</i>			
Average Pla	umbing 4.5		4=Good 3=Expected				
Average Bu	nilding 4.5		2=Fair 1=Poor				
Average	4.5						

Planning/Zoning/Development Review

Date Rcvd	Project Number	Customer Service	Zoning/Planning	Development Review	P/Z/D Comments:
12/15/2009	R2009-0016	5	5	5	Our Lee Capital office was very favorably impressed by the County staff's (and especially Mr. Cornelius') professional management of the entire process, including thorough knowledge of the County ordinance and regulations, as well as their courteous explanations and directions. The staff was properly sensitive to the rights of nearby landowners, and kept the County's long-range objectives in mind throughout the entire process. We work with development properties in 3 or 4 Florida Counties, and submit that Mr. Cornelius and his staff compare very favorably with the other Counties' operations and personnel of our experience. We rate the Sumter County Planning operation as Excellent. Connor Chambers for LEE CAPITAL LIMITED PARTNERSHIP Phone: 941-951-8849 Email: chambers.connor@verizon.net
12/31/2009	Counter Help	5	5	5	
12/31/2009	Counter Help	5	5	5	Excellent information. I wish the County Commissioners were as helpful and caring as Mr. Cornelius and his staff.
12/31/2009	09-0034	5	5	5	They were very helpful.
12/31/2009	BD2009-4755	5			Both ladies: Martha Oliver and Sandy Cassels were very very helpful in a confusing situation. They made sure I left with all needed papers and directed me to follow thru.
12/31/2009	BD2009-4560	5	5	5	Great Job! Excellent Service

Date Revd	Project Number	Customer Service	Zoning/Planning	Development Review	P/Z/D Comments:
Total P	ermits 6				
Aviavaga Cust	amar Sarvica	5	5=Excellent 4=Good		
Average Cust		3			
Average Zoni	ng/Planning Review	5	3=Expected 2=Fair		
Average Deve	lopment Review	5	1=P00r		

Mosquito Control by Date Range

Date Revd	Location	Initial Contact	Customer Service	Response Time	Effectiveness of Service	MC Comments:
12/16/2009	Croom	5	5	5	5	Helped a lot. Thanks
12/15/2009		5	5	5	5	
12/15/2009	Croom	5	5	5	5	
Total Surv	veys 3					
Average Init	ial Contact	5	5=Excelle 4=Good	nŧ		
Average Cus	tomer	5	3=Expecto 2=Fair	ed		
Average Res	ponse Time	5	1=Poor			
Average Effe	ectiveness of Service	5				

Parks and Recreation by Date Range

Average Setup/Cleanliness

4.7

Date Revd	Facility	Initial Contact	Customer Service	Scheduling	Setup/Cleanliness	P & R Comments:
12/17/2009	Sumterville Comm Bldg	5	5	5	5	I see him cleaning all the time. I saw him pressure washing yesterday.
12/17/2009	Sumterville Comm Bldg	5	5	5	5	Works hard cleaning the whole building and contents
12/21/2009	Royal	5	5	5	5	A very good job!
12/21/2009		5	5		5	
12/21/2009	Royal	5	5	5	5	Very good job
12/21/2009	Royal	5	5	5	5	
12/23/2009	Lake Pan Recreation	4	4	3	3	Bathrooms are always clean/nice improvement with the water fountain. Thanks
12/23/2009	Marsh Bend "Outlet"	4	4		5	This place is wonderful to sit and watch the wildlife. Real bunch of nice gentlemen maintain the park. Very nice park.
12/23/2009	Lake Pan Recreation	5	4	3	4	Very nice place to spend the day with my children. Love the small children's toys. Very nice maintained park.
12/31/2009	Royal	4	4	4	4	
12/18/2009	Royal	4	5	5	5	Good Job
12/15/2009	Lake Okahumpka	5	5	. 5	5	Workers very fringdly and helping
Total :	Surveys 12					
Average In	itial Contact	4.7	5=Excellent 4=Good			
Average C	ustomer	4.7	4=Good 3=Expected			
Average So		4.5	2=Fair			
			1-Door			

Page 1 of 1 Tuesday, January 12, 2010

1=Poor

Solid Waste by Date Range

Tuesday, January 12, 2010

Date Received	Day Visited	Initial Contact	Customer Servi	ce Site Appearance	Recycling Options	Solid Waste Comments:
12/30/2009	12/18/2009	5	5	5	5	Visit every Friday. It is a landfill to be proud of . I think that is very well managed.
Total Surveys	s 1					
Average Initial	Contact	5		=Excellent =Good		
Average Custon	ner Service	5	3	=Expected		
Average Site Ap	ppearance	5		=Fair =Poor		
Average Recycl	ing	5				

Page I of I

Housing Applicant

Date Revd	# <i>I</i>	#2	#3	#4	#5	#6	#7	#8	#9 S	taff Help You	* Explain:	If Not**	If Not Explain:	Comments		
12/10/2009	2	2	3	2	2	2	4	4	3	~	cxkavHNbZrxJQDoH OT	V	MornNofIFCuJi	T5CIRz http://google.com sdf http://google.com http://google.com sdfgwq		
12/29/2009	5	3	5	5	5	5	4	5	5	V				Thank you for the help		
Total Surve	eys	2									Rating					
Average Qu Average Qu					3.5 2.5						5=Outstanding 4=Good 3=Satisfactory					
Average Question 3 4											2=Improvement Needed 1=Unsatisfactory					
Average Qu Average Qu					3.5 3.5						Questions					
Average Qu					3.5						 Housing staff treate The application pro 	ocess was e	asy and understandal	ble.		
Average Qu Average Qu					4 4.5						3. Housing staff provi4. Housing staff respondents.			s, phone calls and other		
Average Qu	uest	ion	9		4						5. Housing staff answ	ered my qu	uestions both clearly	and professionally. I signed (if applicable).		
Was Hous (Check ind					le to	o he	elp y	งอนใ	>		7. Clear documentation agreement (if applicate 8. The Housing office 1)	on was pro ble). e is conven	vided to me regarding iently located.	g the conditions of the		
To	tal `	Yes					2				9. Rate your overall s	atisfaction	with your experience	e with Housing Department.		
%	Yes	St	aff	He	lp Y	/ou	1	00%								

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 1

Probation

Date Rcvd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation Comments
12/31/200 9	5	5	5	5	5	5	5	5	5	5	5	5	Mr. Story was very helpful with all aspects and questions I had.
12/31/200 9	5	4	5	5	5	5	5	5	5	5	5	5	Mrs. Thorpe was my officer, she was very helpful and kind to me helped me get everything done.
12/31/200 9	5	5	5	5	5	5	5	5	5	5	5	5	
12/31/200 9	5	5	5	5	5	5	5	5	5	5	5	5	
12/31/200 9	5	5	5	5	5	5	5	5	5	5	5	5	
12/31/200 9	5	5	4	5	5	5	5	5	5	5	4	5	
12/31/200 9	4	5	4	4	5	5	5	4	5	4	3	4	
12/31/200 9	5	4	5	5	4	5	5	4	5	4	4	4	
Total Surveys	s 8					ting	, -						
Average Que	stion 1	4.	.9		4=	Outstar Good	•						
Average Que	stion 2	4.	8			Satisfa Improv		Neede	d				
Average Que							sfactor						
Average Que	stion 4	4.	.9		0.	estior	• 6						
Average Que	stion 5	4	.9					f treate	ed me s	with res	pect and	d courtes	y.
Average Que					2.	The or	cntatio	n sessi	on hel	ped me	to bette	r unders	tand what to expect of probation.
Average Que	stion 7	5			4.	Staff h	ad a de	tailed (unders	tanding	of the p	attention probation imely m	
Average Que	stion 8	4	.8		6. 1	Probati	on staf	f respo	nded	oromptl	y to my	question	s, phone calls and other contacts.
Average Que	stion 9	5			7. i	My Pro Clear c	bation locume	Office ntation	r answ i was r	zered m provided	y questi i to me	ions both regarding	clearly and professionally. g the conditions of my probation.
Average Que	stion 1	0 4	.8		9. ′	The lif	e skills	I learn	ied we	re helpf	ul to mo	e to avoice ne with r	d future offenses.
Average Que	stion I	1 4	.5		11.	. The p	robatio	n offic	e is co	nvenic	itly loca	ated.	ce regarding your probation.
Average Que	stion 1	2 4	.8				,				,	,	

Transit

Date Revd	#1	#2	#3	#4	#5	#6	#7 :	#8 #	9 Freq	Pass Times/mo	Trav Dr	How often	On time?	Why not?	Transit Comments
12/13/200 9	5	5	5	5	5	5	5	5	5	3		sometimes			
12/15/200	4	4	4	4	5	5	5	5	5	5		2			
12/15/200 9on gas	5	5	3	4	5	5	5	5	4	0					smaller bus for short trips - save
12/15/200	5	5	5	5	5	5	5	5	5	0					The drivers are nice, polite, and
9very resp	ecu	ul. I	ney	r go	OU	il Oi									their way to be very helpful. The transit is a blessing to the county. It should always be there.
12/15/200 9	3	5	4	4	4	3	4	4	3	1		1			
12/15/200 9	4	4	4	4	4	4	4	4	4	15		15			
12/15/200 9	1	4	3	5	5	5	1	3	4	0					
12/15/200 9often	4	4	4	4	5	5	4	4	4	0		It varies - pret	tty		No
12/15/200 9Villages a	2	•	4	4 and	5 on	4	1	4	2	10					Ned one bust stationed in The
avmayes c	at Cil	LJ[}	σο (anu	UII	·y									canvas The Villages. Bus should have stops in the afternoon at Bus Stops.
12/15/200 9	5	5	5	5	5	5	5	5	5	6		3			Keep up the Good Work

Total Surveys 10		I am a frequent passenger with SCT (Check mark indicates Yes)
Average Question 1	3.8	Frequent Passenger 10
Average Question 2	4.5	% of passengers 100%
-		Total Times Per Month 40
Average Question 3	4.1	
		Average Times per Month 4
Average Question 4	4.4	
Average Question 5	4.8	
Average Question 6	4.6	I travel on SCT vehicles to doctors' appointments
		outside of Sumter County (Check mark indicates Yes)
Average Question 7	3.9	
		Total who travel to Dr. outside county 8
Average Question 8	4.4	% of passengers to Dr. outside county 80%
Average Question 9	4.1	70 of passengers to Dr. outside county 50 %
Rating		
5=Outstanding		When I travel to doctors' appointments outside of the
4=Good		When I travel to doctors' appointments outside of the
3=Satisfactory		County, I get there on time (Check mark indicates Yes)
2=Improvement Nece	ded	
1=Unsatisfactory		Total who travel to Dr. outside County, on time 6
		% of passengers to Dr., on time 75%
Questions		% of passengers to Dr., on time

Questions

- 1. Recent scheduling of trips has been smooth and easy.
- 2. My reservationist was polite and helpful.
- 3. SCT vehicles are confortable.
- 4. SCT vehicles are clean.
- 5. My driver was helpful and courteous.
- 6. My driver was careful and safe.
- 7. I get picked up for my appointment on time.
- 8. I am delivered at my appointment on time.
- 9. Rate your overall satisfaction with the SCT services you receive.

Page 2 of 2

Veterans Benefits by Date Range

Date Revd	#1	#2	#3	#4	#5	#6	# <i>7</i>	#8	#9	VSO Comments:
12/11/200 9	5	5	5	5	5	5	5	5	5	My father died in November of 1992. The VSC helping my mother with insurance policy issue Aug 2008 to ascertain if my mother was entitle she was now residing in an assisted living fac

O was instrumental in ies. I contacted the VSO in tled to additional benefits as facility. Carolyn Allfrey was able to secure additional benefits and I have no doubt this helped my mom to keep the quality of care she was receiving. My mother died on Oct 9 of this year just nine days short of her 98th birthday. Once again I depended on Mrs. Allfrey to walk me through the procedures and paperwork. Mrs. Allfrey has been a God send through everything as it was progressing through the system. She is a very caring and kind person. Everyone I have been in contact with at VSO has been very courteous and helpful. I hope Sumter County will always have a VSO to help the citizens. As you are a military man, I know you realize the important role this office performs.

Total Surveys 1	-	Rating
		5=Outstanding
Average Question 1	5	4=Good
		3=Satisfactory
Average Question 2	5	2=Improvement Needed
0 -		1=Unsatisfactory
Average Question 3	5	
Average Question 4	5	Questions
Average Question 5	5	1. Veterans Service Office (VSO) was responsive to my needs.
5 -		2. VSO staff treated me with respect and courtesy.
Average Question 6	5	3. The VS Officer provided individual attention to my issues.
Average Question 7	5	4. I was asked appropriate questions to aid in obtaining my earned benefits.
		5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.
Average Question 8	5	6. VSO staff responded promptly to my question, phone inquiries, and other contacts.
•		7. My VS Officer answered my questions both clearly and professionally.
Average Question 9	5	8. The VS Office spent sufficient time with me to fully understand my needs.
		9. Rate your overall satisfaction with your experience.

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Bushnell Public Library 1-5

Date Revd	Use For No.	# 3 # 3 Comme	ik ik ik ii	t # 5 # 5 Comment
	ve For NoneofThes. NoneofThes. Socialize Socialize Socialize Study/Work. AdultProgra. TeenProgra. ChildProgra. ChildProgra. LiseCompute. Magazines. NewSpapers. NewSpapers. NewSpapers. NewSpapers. NewSpapers. NewSpapers. NewSpapers. NewSpapers. Not.Regular. (1/month. Liweek 1-3/week		(Not Loo (No	
12/11/200		1	☐ ☑ I don't come very often n	e in 0 ow.
12/31/200	☑	zzies 2		3
12/31/200		2	Ø	3
12/31/200	<u>VIIIIVIIIIIIIII</u>	3		3
12/31/200		3	V	3
12/31/200		2	VI	3
12/31/200		2		3
12/31/200		3 Library consystem with better us index car	ras ng	3
12/31/200		3		3
12/31/200		3	(2)	3
12/31/200		3 I love the can not a buy book compute	ifford to s or	3
12/30/200		3		3
12/31/200		3	V	3

Date Revd	# # # 4 Comment # 5 # 5 Comment
neo. Diali dividenti entipo e	No No
ETTH ETTH ETTH ETTH ETTH ETTH ETTH ETTH	<i>x.L.L.</i>
es.	20 m

1. How often do you visit the library?

Total One to three times	9	Percent Total Surveys	69%
Total At least once	3	Percent Total Surveys	23%
Total Less than once	1	Percent Total Surveys	8%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	11		Percent Total Surveys 8	35%	
Total Audio Books	3		Percent Total Surveys 2	23%	
Total Music CDs	2		Percent Total Surveys	15%	
Total DVDs	5		Percent Total Surveys	38%	
Total Newspapers	2		Percent Total Surveys	15%	
Total Magazines	3		Percent Total Surveys 2	23%	
Total Use Computer	8		Percent Total Surveys	62%	
Total Attend Child Program	าร	2	Percent Total Surve	ys	15%
Total Attend Teen Program	s	1	Percent Total Surve	ys	8%
Total Attend Adult Program	าร	0	Percent Total Surve	ys	0%
Total Study or Work Space		3	Percent Total Surve	ys	23%
Total Socialize		1	Percent Total Surve	ys	8%
Total None of these		1	Percent Total Surve	ys	8%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.54 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	11	Percent Total Surveys	85%
Total Question 4 No	1	Percent Total Surveys	8%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 2.77 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Bushnell Public Library 6-10

Date Rcvd	6Teen 6Summer 6Child	6None 6Adult	70ther 7Compute 7Adult 7Teen 7Child	70ther Comment	Size	Cleanlines	Furniture	Computers	Comment	Male		18-24 Under 18	25-39	4055	56+	Additional comment
12/11/200				Give us our old library back	3	3	3	3		Y	· · · · · · · · · · · · · · · · · · ·			Total Control		You ruined our old library. It's like a morgue now. I found, or was shown, things I didn't even know I would be turned on to. I used to feel "welcom, glad to see you"- not now.
12/31/200					2	3	3	3			V	y			V	I do miss Tina.
12/31/200								2		V					V	Would like to see more videos and movies
12/31/200			ander		3	3	3	1		V		Transport of the Control of the Cont			V	It would be nice if we were allowed to make popcorn and pass it around. We supply the popcorn.
12/31/200					3	3	3	3			V	V	/)[] 🚛		
12/31/200					3	3	3	3			V	Y (JE] 🕢		Please try to get the A.R. Books easy to locate by points to hard to find what level your looking for.
12/31/200					3	2	2	2			✓	/				
12/31/200				Christian workshops - Faith based	3	3	3	3	For the great most part you all are doing a stellar job. Thank you! God Bless America.) v	Keep up the good work!
12/31/200	V			After 5 pm or on a Saturday	3	3	3	3			V			/ [
12/31/200					2	3	3	3		V	[]			Y		
12/31/200			anuo	Tax people to help fill out taxes	3	3	3	3	Your people are always so polite, helpful, and thoughtful. The best.		V			 		I have dealings with Linda & Rhonda they are so very nice.
12/30/200					3	3	3	3		Transferred	V] []	Would bery much likt ot see something next year for halloween and other holidays,
12/31/200	~~	Y Y Y			3	3	3	3	Need more computers		V		y][.][.		

THE MOUNT OF STATE OF	ment Male Male
--	------------------

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	4	Percent Total Surveys 31%
Total #6 Summer Reading Program	1	Percent Total Surveys 8%
Total #6 Teen Programs Events	2	Percent Total Surveys 15%
Total #6 Computer Classes/Workshops	2	Percent Total Surveys 15%
Total #6 Adult Programs Events	1	Percent Total Surveys 8%
Total #6 None of These Programs	6	Percent Total Surveys 46%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	2	Percent Total Surveys 15%	
Total #7 Teen Programs Events	2	Percent Total Surveys 15%	
Total #7 Adult Programs Events	2	Percent Total Surveys 15%	
Total #7 Computer Classes/Workshops	4	Percent Total Surveys 31%	
Total #7 Other	1	Percent Total Surveys 8%	

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.83	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.92	3 Very Satisfied	2 Satisfied	I Not Very Satisfied
Average Furniture/Furnishings	2.92	3 Very Satisfied	2 Satisfied	I Not Very Satisfied
Average Number of Computers	2.69	3 Very Satisfied	2 Satisfied	I Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	5	Percent Total Surveys	38%
	Total Female	8	Percent Total Surveys	62%

How old are you?

Total Under 18	1	Percent Total Surveys 8%
Total 18-24	2	Percent Total Surveys 15%
Total 25-39	3	Percent Total Surveys 23%
Total 40-55	3	Percent Total Surveys 23%
Total 56+	4	Percent Total Surveys 31%

E C Rowell Library 1-5

NoneofThes. Socialize. Shidv/Work. AdultProgra. TeenProgra. ChildProgra. LiseCompute. Magazines. Newspaners. DVDs. MusicCDs. AudioBooks. Books. Books. Books. Books. Not Regulat. < 1/month. 1/week. 1-3/week. 1-3/week.		IN THE REST	ent #5 #5 Comment
12/31/200	3		3

Total Surveys 1

1. How often do you visit the library?

Total One to three times	1	Percent Total Surveys	100%
Total At least once	0	Percent Total Surveys	0%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	1		Percent Total Surveys	1009	%
Total Audio Books	0		Percent Total Surveys	0%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	0		Percent Total Surveys	0%	
Total Newspapers	0		Percent Total Surveys	0%	
Total Magazines	0		Percent Total Surveys	0%	
Total Use Computer	1		Percent Total Surveys	1009	%
Total Attend Child Progran	ns	0	Percent Total Surv	eys	0%
Total Attend Teen Program	S	0	Percent Total Surv	reys	0%
Total Attend Adult Progran	1\$	0	Percent Total Surv	veys	0%
Total Study or Work Space		0	Percent Total Surv	veys	0%
Total Socialize		0	Percent Total Surv	veys	0%
Total None of these		0	Percent Total Surv	veys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	1	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	1	Percent Total Surveys	100%

5. The library staff was responsive to my needs.

Average #5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

E C Rowell Library 6-10

Date Rcvd Compute 6 Compute	ment S. Q. F. S. 8Comm	Additional com 56+ 40-55 25-39 18-24 Under 18 Female Male	ment
12/31/200	2 2 2 1		

Total Surveys 1

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	1	Percent Total Surveys 100%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys 100%
Total #6 Adult Programs Events	1	Percent Total Surveys 100%
Total #6 None of These Programs	0	Percent Total Surveys 0%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%
Total #7 Teen Programs Events	0	Percent Total Surveys 0%
Total #7 Adult Programs Events	0	Percent Total Surveys 0%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys 100%
Total #7 Other	0	Percent Total Surveys 0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	1	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Malc	1	Percent Total Surveys	100%
	Total Female	0	Percent Total Surveys	0%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	1	Percent Total Surveys 100%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	0	Percent Total Surveys 0%

Library on Wheels 1-5

Date Rcvd	Use Compute Marazines LiseCompute Marazines Newspapers DVDs MusicCDs AudioBooks Books Books AudioBooks Liweek Newsek Liweek	r #3 #3 Co	mment # 4 Comment # 4 No. Loo.	# 5 # 5 Comment
	Thes. Cork. Oura. Ou		Laa	
12/12/200		3		0
12/7/2009		3		3
12/9/2009		libra bles disa	nk the mobile [] ary is a ssing for abled to have nething to d.	3
12/31/200		3		3
12/31/200		3	(2) (3)	3
12/31/200		3	Materials current and varied to suit different reading needs and likes	3 Questions for info answered. All are professional and give friendly service.
12/31/200		pro Libi	vices vided by the rary is uable to me.	3 The Staff are very aware of things
12/31/200		3		3
12/31/200		2	VII	2
12/31/200		3	Ø	3
12/31/200		3		Very helpful professional and courteous.
12/31/200	VIIVIIIIIIIIII	3		3 Staff are very helpful and pleasant
12/31/200		3	X II	3
12/31/200		2		2
12/31/200		3	VII	3
12/31/200		3		3
12/31/200		3	V	0

NoneofThes. Socialize. ShuduMork. AdultProgra. TeenProgra. ChildProgra. LiseCompute. Magazines. Mewspaners. Newspaners. Newspaners. Not. Regular. < 11month. 11week. 1-3/week. 1-3/week. 1-3/week.	#3 #3 Comment	# 4 Comment # 4 Not.Loo. # 4 No.Loo.	#5 #5 Comment
12/31/200	3	Have a great selection	3
12/31/200	2 Like the books	nice maintenance	1 Chris and Shannon is not good workers
12/31/200	3		3
12/31/200	1		2
12/31/200	3		3
12/31/200	3	2 []	3
12/31/200	2		2
12/31/200	2		2
12/31/200	2	>	3
12/31/200	3	V	3

Date Revd 1 1 ABBAMDE BEEFOR	# 3 # 3 Comment # # # # # # # # # # # # # # # # # # #	Comment #5#5 Comment
neot vialii vialii vide inde inde inde ecor ecor esor isoc Vissor	No.1 Yes	
The The Variation of th	Loa	

1. How often do you visit the library?

Total One to three times	14	Percent Total Surveys	52%
Total At least once	11	Percent Total Surveys	41%
Total Less than once	1	Percent Total Surveys	4%
Total Not on regular basis	1	Percent Total Surveys	4%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	25		Percent Total Surveys	93%	
Total Books	20		i erceni Tolui Surveys	00,0	
Total Audio Books	4		Percent Total Surveys	15%	
Total Music CDs	4		Percent Total Surveys	15%	
Total DVDs	17		Percent Total Surveys	63%	
Total Newspapers	1		Percent Total Surveys	4%	
Total Magazines	7		Percent Total Surveys	26%	
Total Use Computer	13		Percent Total Surveys	48%	
Total Attend Child Program	ns	3	Percent Total Sur	veys	11%
Total Attend Teen Program	าร	0	Percent Total Sur	veys	0%
Total Attend Adult Program	าาร	4	Percent Total Sur	veys	15%
Total Study or Work Space	e	2	Percent Total Sur	veys	7%
Total Socialize		5	Percent Total Sur	veys	19%
Total None of these		0	Percent Total Sur	veys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.7 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	25	Percent Total Surveys	93%
Total Question 4 No	1	Percent Total Surveys	4%
Total Question 4 Not Look Today	1	Percent Total Surveys	4%

5. The library staff was responsive to my needs.

Average # 5 2.52 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library On Wheels 6-10

70ther Comm 70ther 7Adult 77een 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	nent Size Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
	1 3 3 1	great staf martell, crhis, Mark do great jobs! helps a lot and has great customer service!!
12/7/2009		✓ ✓ ✓ Winter resident just arrived 2 weeks ago. Will participate more.
12/9/2009	3 3 3 3 I have visited Webster Library only once for computer work information.	✓ I live in Snowbird park, Center Hill. I have been buying books from a book club. This is enjoyable for me ot meet new people and get to check out a book and return. Its less expensive on my limited income. May God Bless
12/31/200	3 3 3 3	
12/31/200	3 3 3 3	Great mobile Library.
12/31/200	2 3 2 2	Library on Whells is very appreciated in my area. Some people in our area do not have access to the materials and resources they bring and appreciate the helpfulness of the staff in obtaining the items they need and enjoy.
12/31/200	2 3 3 2	✓ ☐ ☐ ☐ ✓ ☐ The Library is very important to the people living in Royal
12/31/200	3 3 3 3	I want ot thank the Library Staff for having the time to help my children get what they need for their projects and homework.
12/31/200 □□□□□ ▽ □□□□□	2 2 2 2	Ø COOCOW
12/31/200	3 3 3 3	

7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Summer	70ther Comment	Cieanimes	Closplings	Furniture	Computers	8Сонтенt	Male	56+ 40-55 25-39 18-24 Under 18 Female	Additional comment
12/31/200		2 (3	2	2	Library on Wheels is limited by lack of space but do an excellent job of using the facilities they have.			Library on Wheels is definitely needed by people (especially seniors) in the rural areas.
12/31/200] ;	3 ;	3	3	3				
12/31/200		3 :	3	3	3	It is always a pleasure to visit our library now that we are back in Florida.			The Library on Wheels is a very nice thing to have here. The Staff is very nice and helpful. Will use a lot.
12/31/200 🛂 🖂 🖂 🖂 🖂 🖂		2	2	2	2]
12/31/200		3	3	3	3				Very nice and helpful people
12/31/200]	3	3	3	3		V		The Library on Wheels is very useful.
12/31/200									
12/31/200		3	3	3	2	Need one or two mor computers			
12/31/200		2	2	2	1	I do not like Chris or Shannon. They are the worst I have ever seen.			Nice books and cleanliness.
12/31/200		3	3	3			V		Very satisfied.
12/31/200		2	2	2	2]
12/31/200		3	3	3	3				9
12/31/200		3	3						2
12/31/200		2	2	2	1	The Library on Wheels need more computers for the kids			Need more computers and more tolerant on little kids.
12/31/200		2	2	2	1	Need more computers			More computers and more tolerant to little kids they act out its natural.
12/31/200		3	3	3	3		V		2
12/31/200		3	3	3	3		(2)		✓ Great Service
**									

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	7	Percent Total Surveys 26%
Total #6 Summer Reading Program	2	Percent Total Surveys 7%
Total #6 Teen Programs Events	3	Percent Total Surveys 11%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #6 Adult Programs Events	2	Percent Total Surveys 7%
Total #6 None of These Programs	14	Percent Total Surveys 52%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	7	Percent Total Surveys 26%
Total #7 Teen Programs Events	4	Percent Total Surveys 15%
Total #7 Adult Programs Events	6	Percent Total Surveys 22%
Total #7 Computer Classes/Workshops	8	Percent Total Surveys 30%
Total #7 Other	0	Percent Total Surveys 0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.56	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.76	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.67	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.35	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	7	Percent Total Surveys 26%
	Total Female	19	Percent Total Surveys 70%

How old are you?

Total Under 18	5	Percent Total Surveys 19%
Total 18-24	2	Percent Total Surveys 7%
Total 25-39	2	Percent Total Surveys 7%
Total 40-55	1	Percent Total Surveys 4%
Total 56+	16	Percent Total Surveys 59%

Panasoffkee Library 1-5

Not Recular. \[\lambda \lambda \text{Month} \] \[\lambda \lambda \text{Moeek} \] \[\lambda \lambda \text{Week} \]	Noneollnes. Socialize Socialize Shudv/Work. AdultProgra LeenProgra ChildProgra ChildProgra UseCompute. Magazines. Mewspapers. Newspapers. Newspapers. AudioBooks. AudioBooks.	Use For # 3 # #	3 Comment # 4 No. # 4 Yes	# 4 Comment # 5	#5 Comment
Regulation Inonthonology (Seekington) (Sueek	Cl.nes. Record Work Togra Togra		t.Loo_		
12/31/200		2	Y	3	
12/31/200			V] 3	
12/31/200	Y	3	VI	3	
12/31/200		3	(2)	3	
12/31/200		3	>	3	
12/31/200		2	more selection of [] []v	3	
12/31/200		3	V	3	
12/31/200		3	ØU	3	
12/31/200		3		3	
12/31/200		2	V	3	
12/31/200		3	the staff is friendly and always available	I ordered a DVD 3 and they called to let me know it was in.	always
12/31/200		3	MII	3	
12/31/200		3	V II	3	

1. How often do you visit the library?

Total One to three times	7	Percent Total Surveys	54%
Total At least once	4	Percent Total Surveys	31%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	2	Percent Total Surveys	15%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	10		Percent Total Surveys	77%	
Total Audio Books	4		Percent Total Surveys	31%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	3		Percent Total Surveys	23%	
Total Newspapers	2		Percent Total Surveys	15%	
Total Magazines	2		Percent Total Surveys	15%	
Total Use Computer	10		Percent Total Surveys	77%	
Total Attend Child Program	ıs	1	Percent Total Surv	veys	8%
Total Attend Teen Program	s	3	Percent Total Surv	veys	23%
Total Attend Adult Program	18	1	Percent Total Surv	veys	8%
Total Study or Work Space		2	Percent Total Surv	veys	15%
Total Socialize		3	Percent Total Surv	veys	23%
Total None of these		0	Percent Total Surv	veys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.69

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	12	Percent Total Surveys	92%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	1	Percent Total Surveys	8%

5. The library staff was responsive to my needs.

Average #5 3

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Panasoffkee Library 6-10

Date Revd Comment Compute Compute	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Under 18	18-24	10 01	25-30	40-55	56+	Additional comment
12/31/200		3	2	2			<u>'</u>		<u> </u>				V	
12/31/200	1	2	2	2		v	[][][Y	
12/31/200	3	3	3	3			V) (5	/ (200			V	Everyone at the library has been very helpful in finding what I am looking for.
12/31/200	3	3	3	2		Y			- Control	1			V	Computer sign system needs to tell how long the wait is if all computers are busy.
12/31/200	3	3	3	3		V	[1[][very nice staff
12/31/200	1	3	3	2	Another room for movie watching	- Constant	V	26			[]			Teens need more books to read and another room to watch movies in.
12/31/200	3	3	3	3		V	[_][][V	
12/31/200	3	3	3	3			V	2) (5	7			✓		Lake Panasoffkee Community Library is the best in Sumter County. The staff is very friendly and helpful. I really enjoy visiting everyone there. The staff always has a friendly smile and is eager to help anyone and everyone!
	3	3	3	3	Just retired look forward to being a member. I like to read.		Y	7	y] [Y	
12/31/200	3	3	3	2		V][v	Very nice staff
12/31/200 🗹 🗑 🗭 💮 🗆 🗆 🗆 🗆 🗆 🗆 🗆	2	3	3	3	I wish the library was a little bigger.	7		<i>!</i> !•				V		Lake Pan employees are very respectful. They also have great knowledge about a variety of computer needs.
12/31/200	1	2	2	2			, <u>,</u>	7 (y][]			Z	Staff needs more storage and study rooms needed.
12/31/200 CCCCVV CCCCC	3	3	3				V	2 6	V				V	

Date Keva S S S S S S S S S S S S S S S S S S S	56+ 40-55 25-39 18-24 Under 18 Female Furniture Cleanlines Size
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6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	1	Percent Total Surveys	8%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	3	Percent Total Surveys	23%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	1	Percent Total Surveys	8%
Total #6 None of These Programs	9	Percent Total Surveys	69%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%	
Total #7 Teen Programs Events	1	Percent Total Surveys 8%	
Total #7 Adult Programs Events	3	Percent Total Surveys 23%	6
Total #7 Computer Classes/Workshops	3	Percent Total Surveys 23%	ó
Total #7 Other	0	Percent Total Surveys 0%	

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.38	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.85	3 Very Satisfied	2 Satisfied	I Not Very Satisfied
Average Furniture/Furnishings	2.77	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.5	3 Very Satisfied	2 Satisfied	I Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	5	Percent Total Surveys	38%
	Total Female	8	Percent Total Surveys	62%

How old are you?

Total Under 18	2	Percent Total Surveys 15%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	2	Percent Total Surveys 15%
Total 56+	9	Percent Total Surveys 69%

Villages Library 1-5

Date Revd 1-3/w		4 Comment # 5 # 5 Comment
NoneofThes. Socialize Study/Work Study/Work AdultProgra ChildProgra UseCompute Magazines Newspaners. DMDs. MusicCDs. AudioBooks Books Not.Regular. 1/week 13/week	Not.L No Yes	
hes uk ura ura ura ks ks ks		
12/7/2009	2	3
12/7/2009	3	3
12/7/2009	3	3
12/7/2009	3	3
12/7/2009	2 Could have more audio books	3
12/7/2009	2	3
12/7/2009 Convenience	3	3
12/9/2009	3	3
12/9/2009	2	3
12/23/200	3	3
12/16/200	3	3
COLUMN (M.S. A. M. C. M.	1.	

Date Revd 1 1 NBA MILE BY A BY ON Use For	#3 #3 Comment # # # # 4 Comment	# 5 # 5 Comment
meol Jialii Jidh Jidh S.Co. Gazi Gazi Wss.n.C	No. Yes	
The The Court over coer coer coer nou ness aneu aneu aneu aneu aneu aneu aneu aneu	£.Lo	
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		· · · · · · · · · · · · · · · · · · ·

1. How often do you visit the library?

Total One to three times	2	Percent Total Surveys	18%
Total At least once	6	Percent Total Surveys	55%
Total Less than once	1	Percent Total Surveys	9%
Total Not on regular basis	1	Percent Total Surveys	9%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	11		Percent Total Surveys	100%	6
Total Audio Books	1		Percent Total Surveys	9%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	2		Percent Total Surveys	18%	
Total Newspapers	1		Percent Total Surveys	9%	
Total Magazines	1		Percent Total Surveys	9%	
Total Use Computer	2		Percent Total Surveys	18%	
Total Attend Child Prog	rams	3	Percent Total Surv	veys	27%
Total Attend Teen Progr	ams	0	Percent Total Surv	veys	0%
Total Attend Adult Prog	rams	0	Percent Total Sur	veys	0%
Total Study or Work Sp	ace	0	Percent Total Sur	veys	0%
Total Socialize		0	Percent Total Sur	veys	0%
Total None of these		0	Percent Total Sur	veys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.64 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	11	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Villages Library 6-10

Date Rcvd Comment 7 Compute 7 Compute 6 Comput	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female		Under 18	18-24	25-39	40-55	56+	Additional comment
12/7/2009	1		3	2		~) (<u>v</u>	I have only been in The Villages for a couple of months - very good service.
12/7/2009	1	2	2	2	More space then books - at least at The Villages library	V	[]] [Would like more non-action books.
12/7/2009	3	3	3	3	***************************************		,	1	V	[) v	
12/7/2009	2	3	3	2						()[•	I wish you would put donaed books on to the shelves. I know the books I give you are not in any of the locations. It seems a waste of resources to sell a donated book for \$1.00 and then go out and buy the same one for \$25.00.
12/7/2009	3	3	3	3		· ·	•	/	Y	(1		2
12/7/2009	2	3	3	2		Y				[] [] [٧	<u>/</u>
12/7/2009	2	: 3	1	1	Auto check-outs frequently do not work.	s 🗸][16] [v	8
12/9/2009 🕊 🗌 🗌 🗍 🗍 🗎 😭 🖺 🗎	3	3	3	C	Would like to see less loitering of teens after school			V][I love the web site but it could be improved with the addition of a new books list or a recently released list or a coming attraction list all adult fiction.
12/9/2009 🗸 🗆 🗆 🗆 🗆 🗆 🗆 🗆 💮	C) 0	0	()	V)[]{	} \	<u>/</u>
12/23/200	1	3	2	()	~] [, and the same][_][\	
12/16/200	3	3	3	()	V) (] [1] [

Date Rcvd Computers Computers Computers Computers Computers Size Computers Comput	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
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6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	3	Percent Total Surveys 27%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #6 Adult Programs Events	0	Percent Total Surveys 0%
Total #6 None of These Programs	7	Percent Total Surveys 64%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys	0%
Total #7 Teen Programs Events	0	Percent Total Surveys	0%
Total #7 Adult Programs Events	1	Percent Total Surveys	9%
Total #7 Computer Classes/Workshops	3	Percent Total Surveys	27%
Total #7 Other	0	Percent Total Surveys	0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	1.91	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.64	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.36	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	1.36	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	8	Percent Total Surveys 73%
	Total Female	3	Percent Total Surveys 27%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	11	Percent Total Surveys 100%

Wildwood Public Library 1-5

Use For NoneofThes. Stocialize Stocialize Stocialize ChildProgra ChildProgra LiseCompute Magazines NewSpapers NewSpapers DINS AudioBooks Books Not Regular (11-3/week 1-3/week	# 3 # 3 Comi	nent #4 Comment #4 Not Loo.	# 5 # 5 Comment
12/4/2009	library	selection Everytime mall town	3 Always very helpful
12/10/2009	3	2	3
12/10/2009	2		3
12/10/2009	2	2	3
12/10/2009	3 very h worker	elpful 🗸 🚺 s	3

Date Rcvd Date Rcvd	# # # # 4 Comment # 5 # 5 Comment # 4 No. Ll. Loo.
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1. How often do you visit the library?

Total One to three times	4	Percent Total Surveys	80%
Total At least once	1	Percent Total Surveys	20%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	4		Percent Total Surveys	80%	
Total Audio Books	0		Percent Total Surveys	0%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	2		Percent Total Surveys	40%	
Total Newspapers	1		Percent Total Surveys	20%	
Total Magazines	2		Percent Total Surveys	40%	
Total Use Computer	4		Percent Total Surveys	80%	
Total Attend Child Progr	ams	0	Percent Total Surv	reys	0%
Total Attend Teen Progra	ากร	0	Percent Total Surv	veys	0%
Total Attend Adult Progr	ams	0	Percent Total Surv	veys	0%
Total Study or Work Spa	ce	1	Percent Total Surv	veys	20%
Total Socialize		1	Percent Total Surv	veys	20%
Total None of these		0	Percent Total Surv	veys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2.6 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	5	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average #5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Wildwood Public Library 6-10

Date Rcvd Comment Tother Comment Tother Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	Onder 10		25 59	40-55 26-20	56+	Additional comment
12/4/2009	2	3	3	3	3		~		V	, and a second	Treasure		I am a "snowbird" and rely heavily for reading material. I have donated books and like the fact they stay in Wildwood Library.
12/10/2009	3	3	3	;	3	V	ſ]		/	П][]	
12/10/2009	1	3	3	2	2		¥		Y] []	Needs a baby changing table in the bathroom. Lots of people have small children and now where to change them.
12/10/2009	2	3	3	,	3	V		October 1	Location (] 🗸	The people at this library are kind and helpful. First Rate! However I have traveled all over the country and belonged to librarys in at least 18 cities and counties some in towns much smaller than Wildwood. This library is woefully short on books the non fiction section is almost non-existant.
12/10/2009	3	3	3		3			7	V ?]][•	I enojoy your library. The people working there have been very helpful. Thanks

Date Rcvd SComment Size SComment Size SComment Size Size Scomment Size Size Scomment Size Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
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6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys 0%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #6 Adult Programs Events	0	Percent Total Surveys 0%
Total #6 None of These Programs	4	Percent Total Surveys 80%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%
Total #7 Teen Programs Events	1	Percent Total Surveys 20%
Total #7 Adult Programs Events	2	Percent Total Surveys 40%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys 20%
Total #7 Other	0	Percent Total Surveys 0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.2	3 Very Satisfied	2 Satisfied	I Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	3	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.8	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	2	Percent Total Surveys	40%
	Total Female	3	Percent Total Surveys	60%

How old are you?

Total Under 18	1	Percent Total Surveys 20%
Total 18-24	1	Percent Total Surveys 20%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	3	Percent Total Surveys 60%

Facilities Maintenance Helpdesk Survey Report

December of 2009

Requestor	Work Order#	Additional Comments	Response Time	Quality of Work	Proper Cleanup after completion of work	Professionalism	Courtesy	Date	Technician (if known)
		David took the time to stop by my office and explain how the heating and air settings are set for the county buildings so I would be informed for future situations. It was helpful to me							
Annette Fitzpatrick	WRQ-02101	in this new job.	Excellent	Excellent	Not Applicable	Excellent	Excellent	12/22/2009	David Wilkes
Nelson, Debbie	02085	They were in and out in no time. Got-r-done!	Excellent	Excellent	Excellent	Excellent	Excellent	12/21/2009	Robert Rushing and Lamar
ricison, Depoie	02000	i dono.	LAGOROTT	LAGONOTIC					9